WELCOME

UVAHS REMEDY
INCIDENT MANAGEMENT
INTRODUCTION: Victoria Schmidt, Senior Education Consultant with 20+ years training experience, the past 12 working with the BMC Remedy products.

This presentation will provide a walk through of UVAHS’s new Incident Management application - the primary means for working incident requests.

UVAHS is moving from the old Remedy system to Remedy ITSM 9.X Incident Management.
ITSM Record (Ticket) Types

- Incident Management
  - Service Restoration
  - Service Requests

- Change Management
  - Modifications to IT infrastructure
  - Change Requests to fix a Problem or Known Error
Housekeeping

- Introduction
- Facilities, Breaks and General Logistics
  - Short class so no breaks
  - Please don’t spend all your time on your Cell Phones, have them on silent during class if at all possible
Objectives

- Introduction to Remedy ITSM
- Log in to the system
- Navigate to and use the Incident Management Console

Incident Management Console:

- Create an Incident
- Move an Incident through process to resolved
  - Update Incidents to Add Notes, Details, Cis/Assets, and if appropriate Tasks
  - Perform Searches for Incidents
  - Relate other records such as Change Requests
  - Resolve Incidents
Resources

- Online Help
- Training Materials
- Access to Training/Test Environment
Remedy ITSM Overview

- Asset Management
- Change Management
- Release Management
- Incident Management
- Problem Management

BMC Atrium Core

BMC Remedy AR System Server

Database

3rd Party Applications
- Active Directory/LDAP
- PeopleSoft
- Others as Needed

Task Management System (TMS)
What is Remedy ITSM?

- Suite of applications
- All modules use the Remedy Action Request System
- Custom applications can be created with AR System

Remedy ITSM main modules:

- Service Desk (Incident and Problem Management)
- Requester Console
- Change & Release Management
- Asset Configuration Management
- Atrium Configuration Management Database (CMDB)
Service Desk Management is a company’s primary IT service, intended to provide a single point of contact to meet the communication needs of both End Users and IT Employees. BMC Software’s Service Desk Management is broken up into a combination of Incident Management and Problem Management Applications.
ITIL stands for “Information Technology Infrastructure Library”

- “ITIL is listed in the magic quadrant as the leader of the IT Standards” - *Forrester*

- “There are a lot of things the business does that IT just doesn’t know about. ITIL allows us to align ourselves with the business instead of just making them angry when something they need just isn’t available.” - *Christine Rose, Director of Global IT, FINISAR*

- “Firms with superior IT governance have at least 20% higher profits... than firms with poor governance given the same strategic objectives.” - *Louis Boyle, VP Gartner EXP*
Incident Management (based on ITIL) is any event which is not part of the standard operation of a service and which causes, or may cause an interruption to or a reduction in the quality of service.

Best described as “quick fix” requests.

Incident Management supports:

- Detection - Recording
- Classification - Investigations
- Diagnosis - Tracking
- Escalation - Closure
What is an Incident Request?

Goal of Incident Management:
To quickly restore service to customers.

Has an Issue!
Lost Connectivity – Needs help!
Application not functioning!

These are all “UNPLANNED” or “UNSCHEDULED” events.

Locked out of Account!
Asking a Question!
What is NOT Classified as an Incident?

- Moving employees or equipment
- Setting up a company party or event
- Installing software or hardware
- Requesting an Upgrade
- Purchase Requests

These are all “PLANNED” or “SCHEDULED” events.
At UVAHS, Incidents are usually created from a phone call, email or the My IT self service application. Problem Investigations (PIs) are NOT currently used at UVAHS.

Incident Management Process Flow

Tickets can be generated based on Users being “PROACTIVE” or “REACTIVE.”
The Support Organizations for UVAHS has changed.

- Currently in production we have 95% of our groups squeezed into a single Support Organization called “HSTS”.
- This produces a very long list (99 groups) to scroll through.
We are realigning this list with our Incident Management rollout and moving support groups under a new structure that better reflects our organization.

We will implement this in production in advance of Go-Live (it may not currently be complete in the Test/Training system).

**TIP:** Keep in mind that IF you are someone that assigns or re-assigns tickets, just put in the assignee and press the enter key (or select from the type ahead menu) the company and support group will be automatically populated for you!
Demonstration: Logging In
LAB: Use this URL: ITSM Test system: http://servicetst

Note: Later we’ll look at MyIT Test System: http://hstsi tsmyitt1/ux/myitapp/

Enter your Corporate ID and network password

Press the Log In button when ready or press the Enter key on the Keyboard.
Logout of the System

As a habit and security reasons, you should always log out of the BMC Remedy system when you are no longer using it.

**LAB for Later:** On the IT Home Page, press the *Logout* button located in the top, right-hand corner of the console.
Demonstration: Navigating to Incident
1. Launch the Internet Explorer browser Client.
2. Select the **Tools > Internet Options** from the Task bar of the browser.
3. Select the Settings button from within the **General > Tabs** section.
4. In the **When a pop-up is encountered** section, check the **Always open pop-ups in a new tab** option.
5. Select the **OK** Button to save the option.
6. Select the **OK** button to close the Internet Options window.
7. In the address field, type in **http://servicetst** URL, followed by pressing the **Enter** key on the keyboard.
8. In the Login screen fields, enter in your **network** Username and Password into the respective fields to log into the system.
9. The **IT Home Page** should appear.
10. We are going to practice logging out of the system – so select the **Logout** URL located in the top, right-hand corner of the IT Home Page.
Demonstration: Using My HIT
Access the system through the Internet Browser.

Type the appropriate AR System URL into the address field of the browser. For training purposes, use the UVAHS validation environment for My HIT:

- **MyIT Test System**: http://hstsitsmyitt1/ux/myitapp/
- The following login screen will appear.
Demonstration: Using the Consoles
Demonstration: Using Incident Mgmt.
Access the system through the Internet Browser.

Type the appropriate AR System URL into the address field of the browser. For training purposes, use the UVAHS validation environment:

- [http://servicetst](http://servicetst)
- The following login screen will appear.
This concludes the Incident Management course, which included creating, searching and modifying Incident Requests.

Good Luck!
QUESTIONS

&

ANSWERS
Thank You